Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Board of Pardons and Parole	7 7	7 7
Customer Company Total	7 7	7 7

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Board of Pardons and Parole	7 0	7 0
Customer Company Total	7 0	7 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Board of Pardons and Parole	7 0.00	7 0.00
Customer Company Total	**7** **0.00**	**7** **0.00**

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
Customer Company	**Low**	**MR Total**
Board of Pardons and Parole	7 0	7 0
Customer Company Total	7 0	7 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents	
	Bottom Number - Average time in hours	
Customer Company	**Low**	**ATTR Total**
Board of Pardons and Parole	7 0.00	7 0.00
Customer Company Total	7 0.00	7 0.00

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Detail

INC000000257239	Jennifer Bartell	None	None	Offender Tracking		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000257954	Tatiana Karaivanova	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Security		Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000262768	Curtis Garner	None	None	Adobe Flash		TIR Missed: No	TIR:	0.00
Security		Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263585	Dave Franchina	None	None	None		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000263918	Dave Franchina	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Security		Loren Snodgrass	Board of Pardons and Parole	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000265995	Dave Franchina	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000269784	Sherri Casey	PC/Laptop	Password	None		TIR Missed: No	TIR:	0.00
Security		Loren Snodgrass	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	TTR:	0.00